

To Whom It May Concern:

It has been my good fortune to know Ms. Anna Ficeto since January of 1996. In the ensuing 14 years, Ms. Ficeto has consistently demonstrated the highest ethical standards and exceptional integrity in her dealings with individuals and organizations. Ms. Ficeto is self-motivated and goal-oriented. She has a well-developed moral compass and a strong work ethic. Ms. Ficeto provides exceptional leadership by establishing a work environment where people are valued, quality is expected, and accomplishments are celebrated.

In my role as Director of the Trade Practices Division of the Department of Consumer Protection, I was responsible for ensuring compliance with a multitude of laws and regulations related to home improvement contractors, deceptive trade practices, arbitration of the new car lemon law, occupational and professional licensing, etc. Given the scope and variety of the statutory authority, there was depth and breadth to my working relationship with Ms. Ficeto in her role as Director of the Legal Division for the Department of Consumer Protection.

As Director of the Legal Division, Ms. Ficeto always used good judgment and a logical and practical approach. I found her to be particularly skillful at identifying and articulating the elements critical to a successful investigation regardless of whether the legal process was a criminal proceeding, civil action, administrative proceedings, or a voluntary action. This skill allowed the Department to adjudicate more cases with a greater success rate. Several high-profile, nationally recognized actions were successfully adjudicated through the skill and efforts of Ms. Ficeto. Although her responsibilities and the caseload of DCP Legal Division were onerous, she was available and accessible to legislators, commissioners, and investigative staff alike. Her demeanor was always positive and supportive.

I found the years I worked with Ms. Ficeto to be a most productive and rewarding experience. Ms. Ficeto will bring a keen mind, exceptional quality of work, dependability, and the highest ethical standards to the position of Commissioner of the Public Utilities Control Authority. Ms. Ficeto is an innovative thinker to whom effective leadership falls naturally.

Sincerely,

Lois Bryant